

**COLLABORATION THROUGH PARTNERSHIPS
LEVERAGING CORE COMPETENCIES**

2015

IT Optimization
INCREASE EFFICIENCY · IMPROVE SERVICE
REDUCE COMPLEXITY · REALIZE SAVINGS



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REFOCUSING
INFORMATION
TECHNOLOGY

INFRASTRUCTURE FOCUSED

TO OHIOAN FOCUSED



SINCE 2010, THE STATE HAS MOVED FROM SPENDING LESS THAN 19 CENTS OF EVERY IT DOLLAR ON THE PUBLIC FACING SERVICES AND SYSTEMS TO MORE THAN 48 CENTS OF EVERY IT DOLLAR SPENT

WE CONTINUE TO FOCUS OUR INVESTMENTS AND ATTENTION TO MAKING OHIO A BETTER PLACE TO LIVE AND DO BUSINESS

THE STATE IT DOLLAR AT WORK

FOCUSING ON AGENCY MISSIONS

Agency / Enterprise Projects, \$0.48

Core IT Operations, \$0.16

IT & Extended Workforce, \$0.36



Agency / Enterprise Projects

Agency/Enterprise Programs, \$0.397

Program Support Contractors, \$0.032

Hardware, \$0.018

Software, \$0.028

Core IT Operations

Mainframe, \$0.016

Software Purchases, \$0.027

End-User, \$0.019

MARCS Related, \$0.013

Software Maint., \$0.067

Hardware R&M, \$0.007

Office/ Administration, \$0.005

Hardware Purchases, \$0.006

IT and Extended Workforce

State Labor, \$0.26

Staff Augmentation, \$0.08

Other Contractors/Small Projects, \$0.02

IT Optimization

INCREASE EFFICIENCY. IMPROVE SERVICE.
REDUCE COMPLEXITY. REALIZE SAVINGS.

PROGRAM
TO DATE

FY15
OVER
FY14

PROGRAM SAVINGS

Infrastructure Professionals	\$27.3M
Hardware Purchases	\$22.2M
Hardware Repairs and Maintenance	\$20.8M
Mainframe	\$13.3M
Software	\$12.6M
Software Repairs & Maintenance	\$7.3M

CUMULATIVE TOTAL \$103.5M

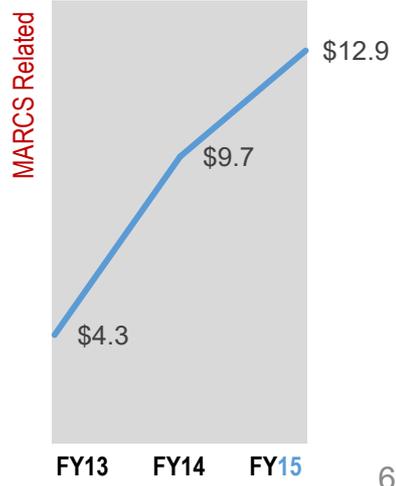
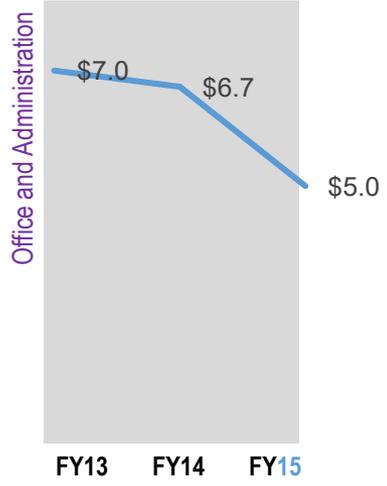
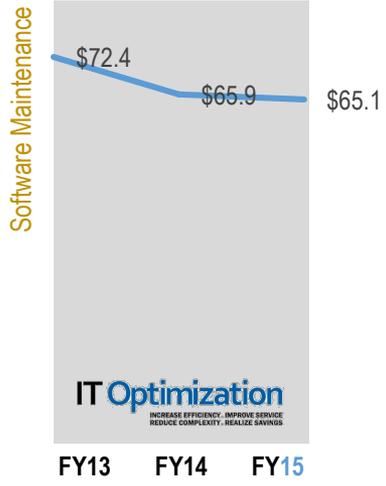
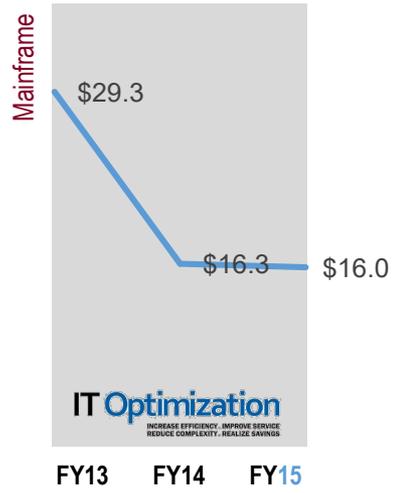
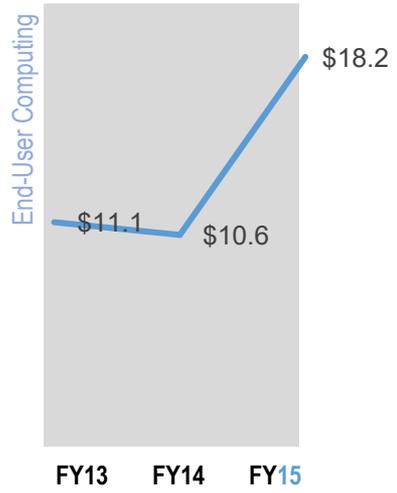
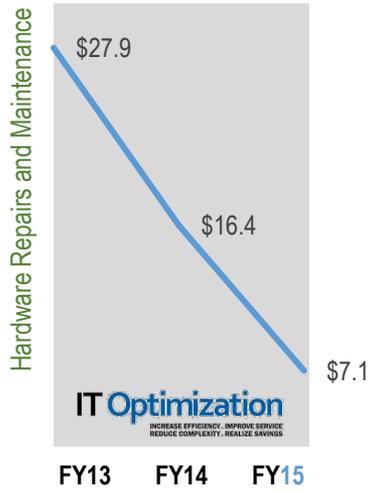
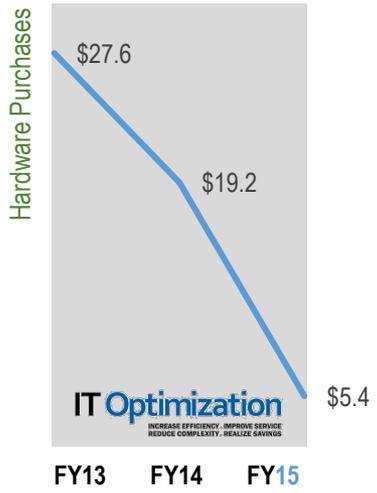
FY15 SAVINGS

Infrastructure Professionals	\$15.4M
Hardware Purchases	\$13.8M
Hardware Repairs and Maintenance	\$9.3M
Mainframe	\$0.3M
Software	(\$0.6M)
Software Repairs & Maintenance	\$0.8M

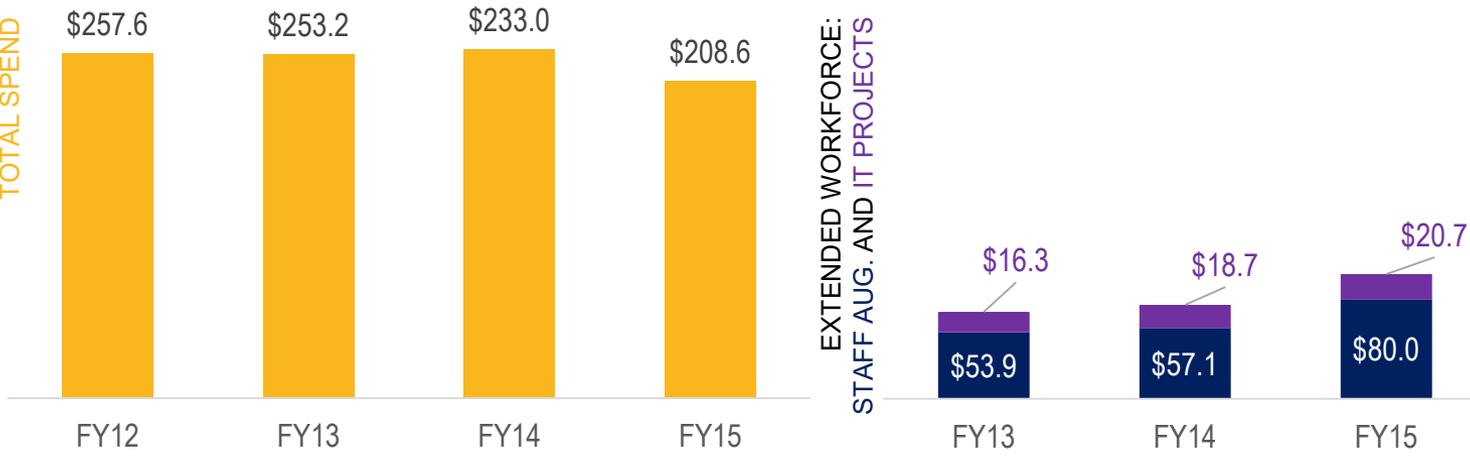
ANNUAL TOTAL \$39.0M

DRIVING REAL SAVINGS AND EFFICIENCIES

IT OPTIMIZATION: REALIGNMENT OF IT SPEND TO SUPPORT AGENCY MISSIONS AND SERVE THE PUBLIC



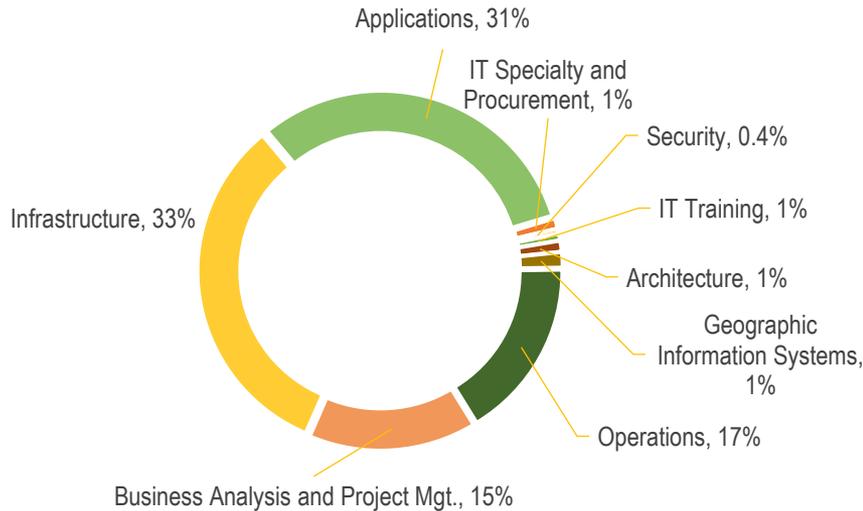
STATE IT WORKFORCE:
TOTAL SPEND



STATE IT WORKFORCE:
TOTAL POSITIONS



STATE IT WORKFORCE:
WORKFORCE CATEGORIES



IT WORKFORCE

CONTINUED DISRUPTIVE TECHNOLOGIES



CYBERSECURITY

UNMANNED AIRCRAFT SYSTEMS (UAS)



BODY CAMERAS

INTERNET OF THINGS (IoT)



BROADBAND EXPANSION

FIRSTNET – NEXT GENERATION 911



CONSOLIDATION OF IT

120+

MIGRATION OF 120+ AGENCIES, BOARDS AND COMMISSIONS TO A UNIFIED INFRASTRUCTURE AND OPERATING MODEL

CLOUD SOLUTIONS - XaaS

2,600

MANAGING A PORTFOLIO OF MORE THAN 2,600 APPLICATIONS AND SERVICES INTO THE 21ST CENTURY – MANY BUILT IN THE 20TH CENTURY

ENABLING THE BUSINESS

\$464M

INVESTING IN STRATEGIC SYSTEMS IN SUPPORT OF POLICY AND DRIVING PUBLIC GOOD - \$464M PORTFOLIO OF ACTIVE PROJECTS

SENSE OF URGENCY AND CUSTOMER SUPPORT

2,100

CHANGING THE CULTURE, VALUES AND PRIORITIES OF AN IT WORKFORCE OF 2,100 PROFESSIONALS

**WHILE
JUGGLING
IT
OPERATIONS**

REINVENTING STATE IT...



LESSONS LEARNED

WORKING IN CONCERT

DEFINING INFLECTION
POINTS

AVOIDING PITFALLS

MODIFYING APPROACHES
TO WHAT WORKS (AND
WHAT DOESN'T)

SHARING IDEAS

INNOVATIVE IDEAS

WORKFORCE OF THE 21ST
CENTURY

CREATIVE APPROACHES
TO NEW PROBLEMS

NEW THINKING FOR
TODAYS ISSUES

LEVERAGING EFFORTS

COLLABORATE ACROSS
STATE AGENCIES

PLATFORMS

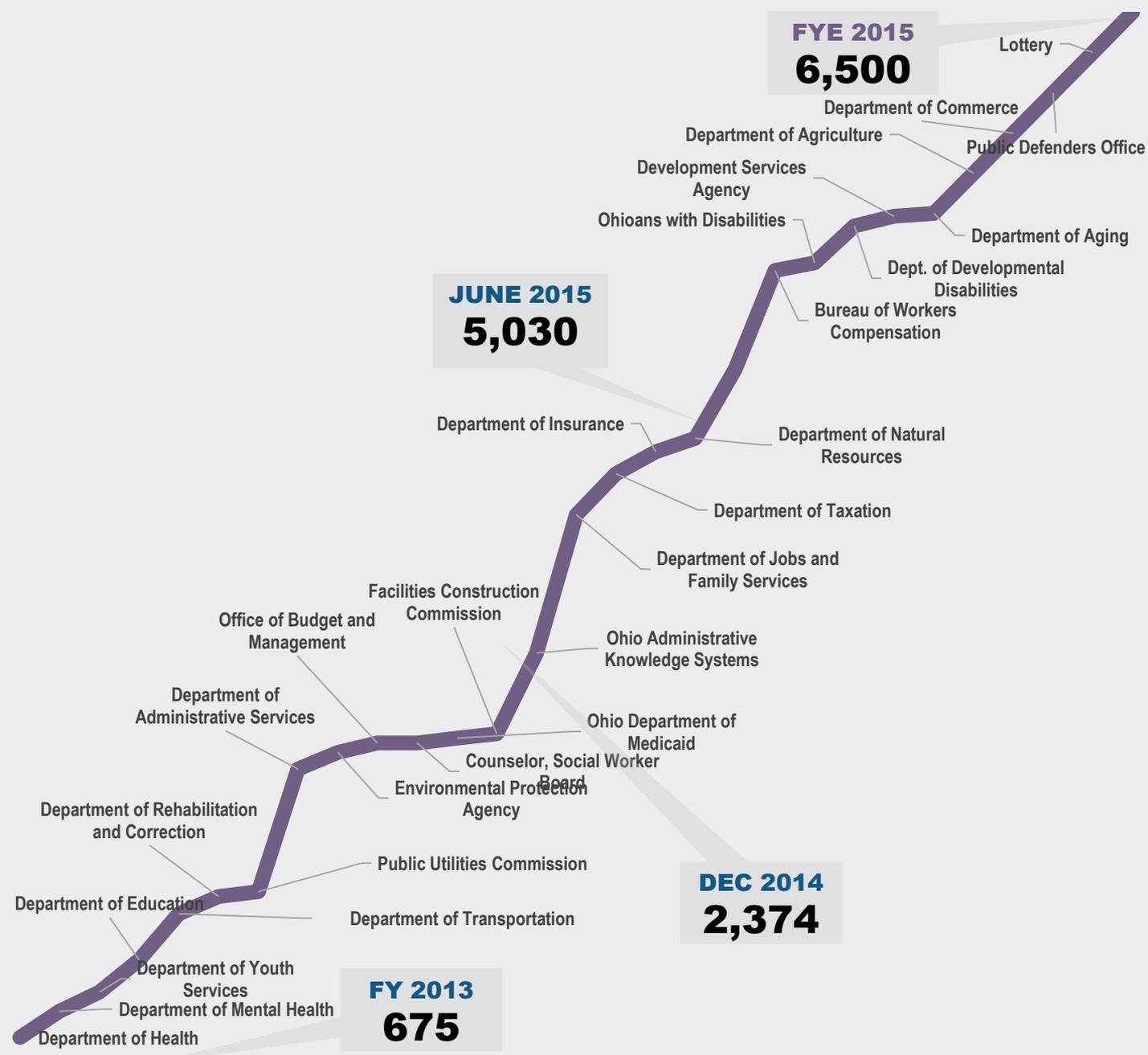
PROCUREMENTS

VENDOR EXPERIENCES

CONTRACTS

THE POWER OF WORKING TOGETHER

AS OF JULY 2015, MORE THAN 5,000 SERVERS HAVE BEEN MIGRATED TO THE SOCC



THE STATE PRIVATE CLOUD IS A FORCE MULTIPLIER FOR STATE INFORMATION TECHNOLOGY

BEFORE 2013



9,000+ INDIVIDUALLY
MANAGED SERVERS
1 - 6% CPU UTILIZATION
3:1 (OR LESS) VIRTUALIZATION
RATIO
< 11% MEMORY UTILIZATION
< 400 CENTRALLY MANAGED

UP
333%

HOST TO VM RATIO

UP
97%

MEMORY UTILIZATION

UP
336%

CPU UTILIZATION

NET EFFICIENCY GAIN

860%

OHIO PRIVATE CLOUD

UP
ANOTHER
77%

FY16+ HOST TO VM RATIO



5,200+ SERVERS

OHIO

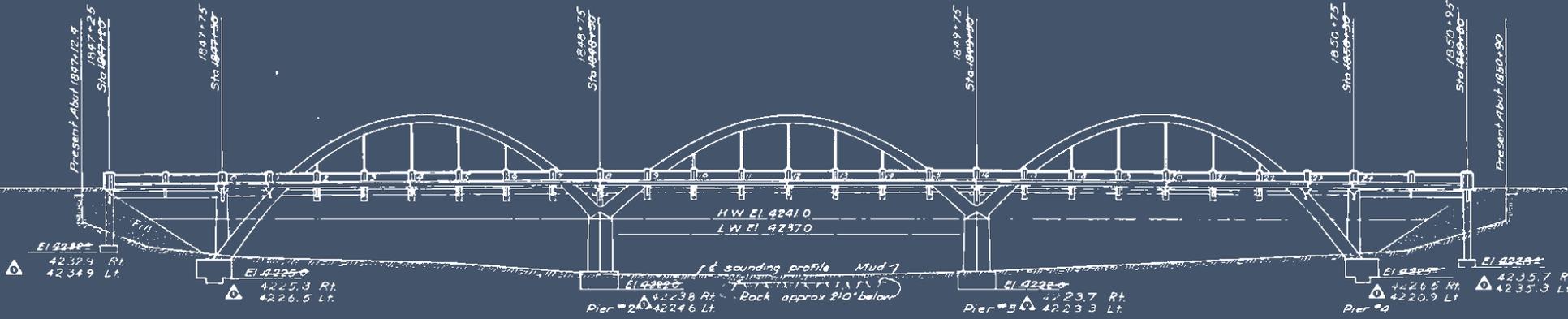
A GREAT PLACE TO START AND GROW A BUSINESS

OHIO BUSINESS GATEWAY

- \$9.8B+ REVENUE STREAM
- 3.7M TRANSACTIONS
- GROWING AT 17.4% PER YEAR
- MULTI-AGENCY PROJECT
- ENHANCED USER EXPERIENCE
- REDUCED BUREAUCRACY
- \$19B IN ADDITIONAL TRANSACTIONS NOT IN OBG

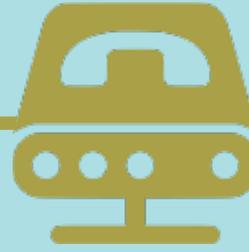
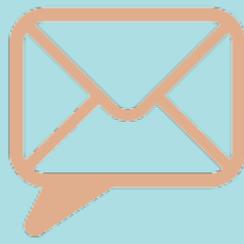
OHIO ELICENSING PLATFORM

- 120 AGENCIES
 - MORE THAN 700 LICENSES
 - APPLICATIONS, EXAMINATIONS,
 - INSPECTIONS AND ENFORCEMENT
 - CORRESPONDENCE, IMAGING, REPORTING
 - AND COLLECTIONS
- THREE AGENCIES WENT LIVE ON SYSTEM
IN 90 DAYS



SINGLE EMAIL PLATFORM

ALL STATE AGENCIES ARE ON A SINGLE EMAIL PLATFORM WITH A UNIFIED ADDRESS BOOK AND COLLABORATION TOOLS



VOICE OVER IP

MIGRATED AN ADDITIONAL 8,000 PHONES TO STATE HOSTED VOIP PLATFORM BRINGING THE TOTAL TO OVER 23,000 LINES. HIGHER-ED AND SOME COUNTIES ARE ADOPTING

ENTERPRISE DOCUMENT MANAGEMENT

NEW PROJECT TO STREAMLINE THE BUSINESS OF DOCUMENT WORKFLOWS, AUTOMATION AND MANAGEMENT ACROSS THE ENTERPRISE



ENTERPRISE SERVICE MANAGEMENT

ITIL BASED SERVICE DESK FOR ENTERPRISE SERVICES: ORDER, DEPLOY, CONSUME, ENJOY!

ENTERPRISE TIME MANAGEMENT

ENHANCED TIME AND LABOR REPORTING WITHOUT ALL OF THE MANUAL EFFORT AND RECONCILIATION



OFFICE365

73% OF AGENCY EMAILS ARE MAINTAINED IN THE CLOUD. ENDPOINT ROLLOUT OF OFFICE365 GATHERING MOMENTUM

ENTERPRISE SERVICES THAT BENEFIT ALL

OAKS

INVESTING IN THE BUSINESS PLATFORM OF THE STATE

TECHNICAL REFRESH

HOUSEKEEPING AND HIGH PERFORMANCE



100+ DATABASES UPGRADED TO UNIFIED/ SUPPORTED VERSION ● 575 SERVERS UPGRADED TO SUPPORTED OPERATING SYSTEMS & HARDWARE ● 100+ SYSTEM ENVIRONMENTS UPGRADED TO ENGINEERED SOLUTION ● NEW MANAGED SERVICE VENDOR SAVING THE STATE \$40M OVER CONTRACTED TERM

5X IMPROVEMENT IN REPORT PERFORMANCE
2X IMPROVEMENT IN BATCH PROCESSING

FINANCIAL SYSTEMS UPGRADE

MAINTAINING CURRENCY AND RELEVANCY



UPGRADE TO MOST CURRENT VERSION OF PEOPLESFT ● ENHANCED FINANCIAL PROCESSES ● STREAMLINED WORKFLOWS ● ENHANCED REPORTING AND ANALYTICS

OAKS^{ENTERPRISE}

THE PLATFORM FOR CONSOLIDATION



INCORPORATION OF ODOT INTO CORE FINANCIAL AND HR/PAYROLL FUNCTIONS ● REPLACEMENT OF CAPITAL PLANNING AND PROJECT MANAGEMENT SYSTEMS ● IMPLEMENTATION OF CENTRALIZED STANDARD PROCUREMENT CAPABILITIES ● IMPLEMENTATION OF ENTERPRISE GRANTS FUNCTIONS



MAINFRAME DISASTER RECOVERY TESTS A SUCCESS

SUCCESSFULLY COMPLETED A MULTI-AGENCY MAINFRAME DISASTER RECOVERY TEST WITH ODJFS AND MENTAL HEALTH AND ADDICTION SERVICES WITH RECORD RESULTS

STATE CLOUD DISASTER RECOVERY AND STORAGE REPLICATION

OBTAINED GEOGRAPHICALLY AND TECHNICALLY DIVERSE DISASTER RECOVERY AND STORAGE REPLICATION SERVICE FOR THE STATE'S DISTRIBUTED COMPUTING ENVIRONMENTS AND CRITICAL SYSTEMS



OHIO BENEFITS

THE SUCCESS OF MEDICAID EXPANSION AND MODERNIZATION IS ROOTED IN THE STRENGTH OF INFORMATION TECHNOLOGY SUPPORTING PUBLIC POLICY



1,790,914 INDIVIDUALS APPLIED FOR MEDICAID BENEFITS THROUGH OHIO BENEFITS

OHIOANS NOW HAVE ACCESS TO HEALTHCARE SERVICES THROUGH NEW CHANNELS



1.7 MILLION INDIVIDUALS CONVERTED FROM THE LEGACY SYSTEM

ALL EXPECTED LEGACY COVERED CHILDREN AND FAMILIES-CFC CASES (EXISTING CRIS-E ENROLLEES WHO ARE ELIGIBLE UNDER A MAGI MEDICAID CATEGORY) WERE CONVERTED WITHOUT WORKER INTERVENTION



92% OF ALL APPLICANTS HAVE BEEN PROCESSED

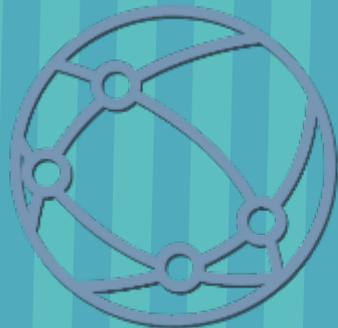
WORKERS ARE ABLE TO USE THE SYSTEM TO PROCESS APPLICATIONS ON TIME AND DELIVER MEDICAL SERVICES TO INDIVIDUALS DESPITE AN EXTREMELY HIGH INCREASE IN APPLICANTS



26 MAJOR SYSTEM UPGRADES

SYSTEM ENHANCEMENTS HAVE BEEN RELEASED TO HELP OHIO AUTOMATE BUSINESS

NETWORK



20 AGENCIES

CENTRALLY MANAGED AND MONITORED



ENDPOINT

40,000+ DEVICES MANAGED

VULNERABILITY SCANNING

100,000+ (OF 100K) DEVICES ACTIVELY SCANNED



SECURITY & PRIVACY

2,240

OHIO ONE NETWORK

MILES OF 100gigabit GOODNESS



90 HIGHER EDUCATION CAMPUSES



750+ OHIO SITES



32 K-12 EDUCATION ITCs



33 LOCAL GOVERNMENT / OHIO AGENCIES



333 HIGHER EDUCATION REGIONAL CAMPUSES



9 MEDICAL CENTERS AND RESEARCH INSTITUTIONS



14 BROADCAST / EDUCATION MEDIA STATIONS

**DRIVING
PUBLIC GOOD
MAKING OHIO
A SAFER PLACE**



NEXT GENERATION 911 SERVICES SUCCESSFULLY IMPLEMENTED

IN COLLABORATION WITH MORGAN COUNTY, THE STATE IMPLEMENTED A NG911 SERVICE CAPABLE OF ACCEPTING CALLS REGARDLESS OF SOURCE: ANALOG/DIGITAL, VOICE/TEXT/DATA, PHONE OR DEVICE

MULTI-AGENCY RADIO COMMUNICATIONS SYSTEM

COMPLETED MARCS UPGRADE WHICH PAVED THE WAY FOR ADDITIONAL ADOPTION OF COUNTY FIRST RESPONDERS AND EXPANSION OF COVERAGE TO MORE THAN 1,400 SCHOOLS



THE SOCC IS A MAGNET FOR GOVERNMENTAL AND HIGHER-ED COMPUTING



THE OHIO STATE
UNIVERSITY



Wexner
Medical
Center

ONE OF THE TOP 10 DATA CENTERS IN THE COUNTRY

CENTRAL OHIO LOCATION

24/365/20+ YEAR CONTINUOUS OPERATION HISTORY

TIER III CAPABLE (REDUNDANCY)

COMMERCIALY REASONABLE PRICING

PRE-WIRED, PRE-POSITIONED AND “MOVE IN READY”

“REVENUES” OFFSET COSTS AND ONGOING INVESTMENTS

IMPROVE CULTURE: ONE DAS – ONE OIT

INCREASE SUPPORT, COLLABORATION AND AWARENESS BETWEEN OUR DIVISIONS, ORGANIZATIONS, TEAMS AND SERVICES. CREATE TWO WAY COMMUNICATIONS AND FEEDBACK

ENHANCE AND PROMOTE CUSTOMER SERVICE

FACILITATE SOLUTIONS FOR OUR GOVERNMENTAL PARTNERS AND SUPPORT THEM THROUGH INNOVATIVE PROCESSES, TOOLS AND CAPABILITIES TO ENABLE THE BUSINESS OF THE STATE

INCREASE ADOPTION OF ENTERPRISE SERVICES

EXTEND SAVINGS OF IT OPTIMIZATION THROUGH CONTINUED DELIVERY OF ESSENTIAL AGENCY SERVICES SUCH AS CLOUD, VOIP, LICENSING, OAKS, BI AND MARCS

EXPAND ONLINE GOVERNMENT SERVICES

ESTABLISH A TIGHTER LINKAGE BETWEEN CITIZENS AND BUSINESSES IN OHIO AND THE STATE THROUGH OBG AND OHIO BENEFITS MODERNIZATION AND EXPANSION

CONTINUE SUCCESSES IN PRIVATE CLOUD

DRIVE ADOPTION TO COVER CLOSE TO 100% OF STATE SERVERS AND STORAGE WHILE EXPANDING SERVICE OFFERING TO INCLUDE DISASTER RECOVERY FOR CRITICAL APPLICATIONS

IT Optimization

INCREASE EFFICIENCY. IMPROVE SERVICE
REDUCE COMPLEXITY. REALIZE SAVINGS

2016
IT Optimization

ENHANCE STATE SECURITY AND PRIVACY POSTURE

COVER MORE ENDPOINTS, DEVICES AND NETWORK DEVICES WHILE INVESTING IN IDENTITY AND FRAUD PREVENTION CAPABILITIES